

Citizen Information Network (CIN) - Project 1 Meeting

September 16, 1997 ■ 9:30 am - 11:30 am

US Department of Veterans Affairs, Room 975

Federal Building, 210 Walnut (9th Floor) ■ Des Moines, Iowa

ICN Remote Sites

Cedar Falls — University of Northern Iowa ■ **Cedar Rapids** — Kirkwood Community College

Hawarden — West Sioux High School ■ **Kansas City** — Regional Office

Vinton — Iowa Braille & Sight Saving School ■ **Washington DC** — US General Services Administration

Project Team Present

Tom Armitage, *Cedar Rapids Public Library*

Norman Baker, *IPERS*

Bob Canney, *Black Hawk County Auditor*

Pat Crawford, *Norwest Bank*

Lee Duin, *Polk County Treasurer's Office*

Mose Hendricks, *Mayor of Hawarden*

Curt Johnson, *Cedar Falls Municipal Utility*

Harry McDaniel, *US Department of Health & Human Services*

Bill Morgan, *US General Services Administration*

Linda Plazak, *Iowa Information Technology Services*

Jean Rommes, *Innovative Technologies*

Lowell Sneller, *Iowa Information Technology Services*

Don Toms, *Iowa Department of Transportation*

Dennis Thurman, *Iowa Braille & Sight Saving School*

Guest

Harold Bowman, *Iowa Communications Network*

George Wood, *Transaction Partners*

Staff

Amy Campbell, *State Public Policy Group*

lowAccess Progress Report

Linda Plazak updated the group on the status of the other 13 lowAccess projects, and highlighted their progress in contracting and completing their RFPs. Plazak noted that all other projects are anxiously awaiting the results of the Project 1 RFP - and plan to work with Project 1 once the network manager is under contract.

Campbell and Plazak updated the committee on the public survey results and town meetings (both summaries are included in the packet). Campbell and Plazak summarized the findings of the lowAccess Public Survey. Nearly 70% of Iowans believe that a Citizen Information Network is important to build. To the surprise of the Steering Committee, the survey found that Iowans believed that the most important benefit of such a network would be increased government efficiency and reduced duplication. Access to more information was a second benefit, but was chosen highly by advanced or intermediate computer users. Campbell noted that the vast majority of Iowans with no computer experience would like online computer support, followed by a "help desk", with a small portion preferring written manuals or a phone support line. This finding has strong implications for the Internet training teams - and for Project 1. The survey suggests that Project 1 should dedicate some time and resources to designing a very user-friendly set of online cue cards that help novices when accessing the CIN.

Campbell also stated that lowAccess staff conducted five town meetings around the state. Despite the low turnout, the meetings generated significant amounts of press coverage, including several radio interviews and newspaper articles.

Standards Update

Plazak reminded the Team that a set of technical standards were developed and presented at the last meeting. These standards are necessary in order to make sure government systems are interoperable with not only other government systems, but the private sector as well.

Plazak stated that the Iowa Standards will standardize the core elements which allow this interoperability - and not get into the very specifics of network design. The Iowa Standards will be published on the Internet, so that businesses and governments may know how to become interoperable.

The team discussed these standards, and Plazak noted that the standards have been included in the Project 1 RFP, for those who did not have them readily available.

RFP Process & Finalization

Baker closed the meeting, and asked that all venders or potential vendors leave the room during the discussion of the RFP. The RFP was prepared by Jim Day of ITS, based on the ICN Criteria developed in early June and initially approved at the June 17 meeting. This criteria was amended slightly again, and approved at the July 15 meeting. The criteria was also adopted by the Steering Committee at the June 20 meeting. Plazak gave everyone an opportunity to review the RFP, and checked to make sure all remote sites had received their copies.

Plazak and Baker emphasized that the Team treat the RFP draft and any information or discussions about the contents of the RFP, as secure information. With that, the meeting was reopened.

Sustainability

Campbell noted that Gretchen Tegeler has asked each team to estimate the ongoing cost for lowAccess. In particular, teams were asked for any FY99 budget impacts. Campbell explained that Plazak and Baker developed a one-page response, that is included in the packets.

Adjournment

The team adjourned at 11:15 am.